

ABSTRACT

A trouble information management system 1 is connected to maker-sided devices 2 of makers and connectable to terminal devices 3 of users. The user, if a trouble occurs when using H/W and S/W provided by the maker, notifies the trouble information management system 1 of this trouble. The trouble information management system 1 searches for a record of case data T registered with a trouble case and, if the notified trouble is already registered in the case data T, notifies the user of a troubleshooting procedure on the basis of the case data T. If the notified trouble is a new case, the trouble information management system 1 requests the maker to research it, generates the case data T based on an answer to this request, and notifies the user of the troubleshooting procedure.

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